

Patient's Corner

Patient Partners use PhotoVoice to say thank you to TeamUHN

UHN Patient Partners wanted to send uplifting messages to staff who continue to work in our hospitals during the COVID-19 pandemic. Here are all the ways they've answered: "What do my Health Care Providers mean to me?"



by Catherine G
I have been both patient and caregiver over the past 10 years at UHN health centres. I have been there! I

have seen heartbreaking scenes—and I have seen very happy outcomes.

I have experienced firsthand the great work performed by the members of the UHN team, the doctors, the nurses, the specialists, the cleaners, the food people... I have also experienced the times when I heard they/we thought "if only we had". As a member of the Patient Partner Program, I am able to add in my thoughts/opinions to improve the services—to make it better for the health team and the patients. In addition, I have been inspired by the people I have met along the way. UHN is a great community. I am proud to be a small part of it.



by Lilac

Behind a patient (like me) who was given a second chance of life, is a tribe of frontline men and women who helped get me here. I have experienced how they routinely go beyond the call of duty to protect our most precious gift—the

human life, my life, doctors, nurses, clerks, admin, pharmaceutical, techs, transport, housekeeping, food service, security, and all who show up every day to provide patients like me, excellent care in a safe environment.

I will always remember those who came to me with a torch in the dark. THANK YOU, THANK YOU, THANK YOU FOR EVERYTHING THAT YOU DO.



by Lyn Gaetz

My name is Lyn Gaetz. I have metastatic cancer. It is incurable but treatable. I would like to thank my UHN health care providers for keeping me alive and enabling me to live a longer life. The

treatments that have been developed over the years and used by my healthcare team have held my cancer at bay, so I live with it as a chronic disease. I am grateful every single day. My husband and I are so deeply appreciative of the frontline work that the UHN staff is doing during this pandemic. We raise a glass to you. We cannot thank you enough.

Continues ▶

Mental Health and the COVID-19 Pandemic

The Centre for Addiction and Mental Health (CAMH) has shared ways to help manage stress and anxiety. Learn more on the CAMH website: www.camh.ca/en/health-info/mental-health-and-covid-19

- Accept that some anxiety and fear is normal
- Seek credible information
- Seek support
- Practice relaxation and meditation
- Be kind to yourself
- Eat healthy
- Avoid substance use including smoking, vaping and alcohol
- Get proper rest and sleep
- Stay active

Do You Have a Virtual Visit at UHN? What does it mean?

During a virtual visit you do not come to the hospital. You speak with your health care team using a phone or computer. UHN is using virtual visits to reduce how many people come to the hospital to protect patients, families, and staff from the spread of COVID-19.

During your Virtual Visit, the health care team will talk to you about your current health status, any symptoms you are experiencing and your needs. If your care team feels that an in-person visit is needed instead of a virtual visit, they will discuss your options and next steps with you.

Visit UHN COVID-19 webpage to learn more about virtual visits and to get other helpful and up-to-date information related to your hospital care.

- University Health Network www.uhn.ca/Covid19



by Cheryl

I wanted to reach out to all the people at UHN who have been caring for me over the last year in treatment for breast

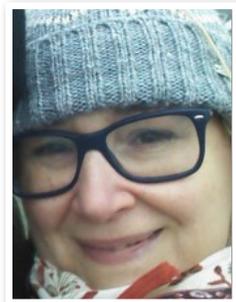
cancer. This is a very scary time, and wanted to express my appreciation for how quickly you've set up new processes in an effort to protect your patients and yourselves. So far some of my appointments have gone ahead, some have been switched to over the phone and some have been delayed or cancelled and in each case I know a lot of thought has gone into the decision.



by Phyllis

My household is healthy and we are trying to keep it that way, so we haven't had direct involvement with health

care providers. But we are so moved by all the work that front line workers are doing—we wish we could do more to support them and let them know how much we appreciate what they are doing on behalf of everyone. It's amazing.



by Fátima

If they could read my mind, they would find that my sentiments toward my health care journey go up and down like a roller coaster. However, at the end of the track, I am forever grateful for my

Health Care Team since they are the ones who continue to guide me through the ride.



by Millie Dolanjski

My gratitude is with each and every one of my health team members who cared for me and are presently putting their

lives in danger for all of us. To those on the front lines and those working in the background, my thoughts and my prayers are with you all.



Contact Patient & Family Libraries

Although our libraries are closed until further notice, we continue to support you with health information via e-mail and phone, and provide access to online resources.

Princess Margaret
416 946 4501 ext. 5383
patienteducation@uhn.ca

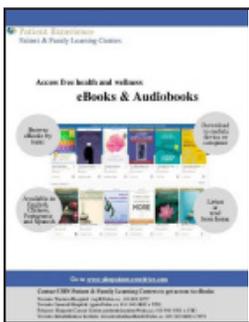
Toronto Rehab (University site)
416 597 3422 ext. 3558
TorontoRehabHealthInfo@uhn.ca

Toronto General
416 340 4800 ext. 5951
tgpen@uhn.ca

Toronto Western
416 603 6277
twpfl@uhn.ca

Resources @ your Patient Library that you can access without leaving your home

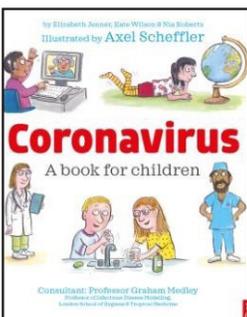
Read health and wellness e-books



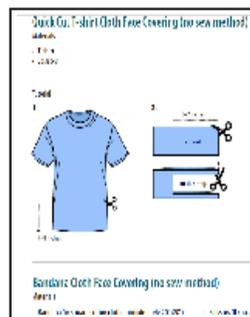
Listen to health and wellness podcasts



For parents: free COVID-19 info for kids



How to make your DIY face mask



UHN Monthly Health Talks cancelled until further notice



Due to the growing concern around the spread in the community of the novel coronavirus (COVID-19), we have made the difficult decision to temporarily stop the Monthly Health Talk program. We know how much our patients, their families, and community members enjoy attending and learning from these sessions, but your health, and the health of our other patients, families and staff, is our priority.

We are exploring other ways to offer these sessions, such as through videos and livestream webcasts.

If you have questions or would like to be contacted when we start the Monthly Health Talks again, please email Melissa.Yan@uhn.ca or call 416 597 3422 ext. 3626.

Watch our archived monthly talks at: https://www.uhn.ca/PatientsFamilies/HealthInformation/Patient_Family_Education/Pages/archived_events.aspx

Please let us know if you have feedback about watching health talks online, and how we may be able to make this more accessible to you, by filling out our Virtual Monthly Health Talk Survey at <https://www.surveymonkey.com/r/ZBW7MZL>.

Recover comfortably, in the hospital or at home.



Home Health Care

- Post-surgery and wound care nursing services
- Personal support workers to help with recovery at home
- Mobile foot care
- Wheelchair and stretcher transportation

Senior Companionship

- Hospital bedside companion
- Friendly drop-in visits at home
- Overnight and live-in assistance
- Driver & escort for appointments & errands
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- Home & pet check

1.844.339.8638
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